InspectTech

Conflict Resolution

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Revision History

Version	Date	Author	Description
1.0	11/18/2008	Chad Emahizer	Initial revision. Matches 4.1.1 version of software.

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1   Conflict Resolution

Due to the way reports for assets are created and maintained there is a necessity to have the ability to resolve conflicts in data. The issue arises when an asset has its central database values changed on the manager after a report has been created for it.

If an inspector creates a report, and the load rating values were changed on the manager after the report creation but before report approval, when that report goes through the approval process there will be a conflict in values between the report values and the central database values. Note that if the load rating values were changed prior to laptop software synchronization and report creation, there would be no issue.

In order to approve the report, the conflicts described above must be resolved. This document walks through the approval process.

1.1   Conflict Resolution Process

If there are any conflicts in data when a report is selected to be approved, the *Reports with Value Conflicts* popup appears to allow the conflicts to be resolved as shown in Figure 1.
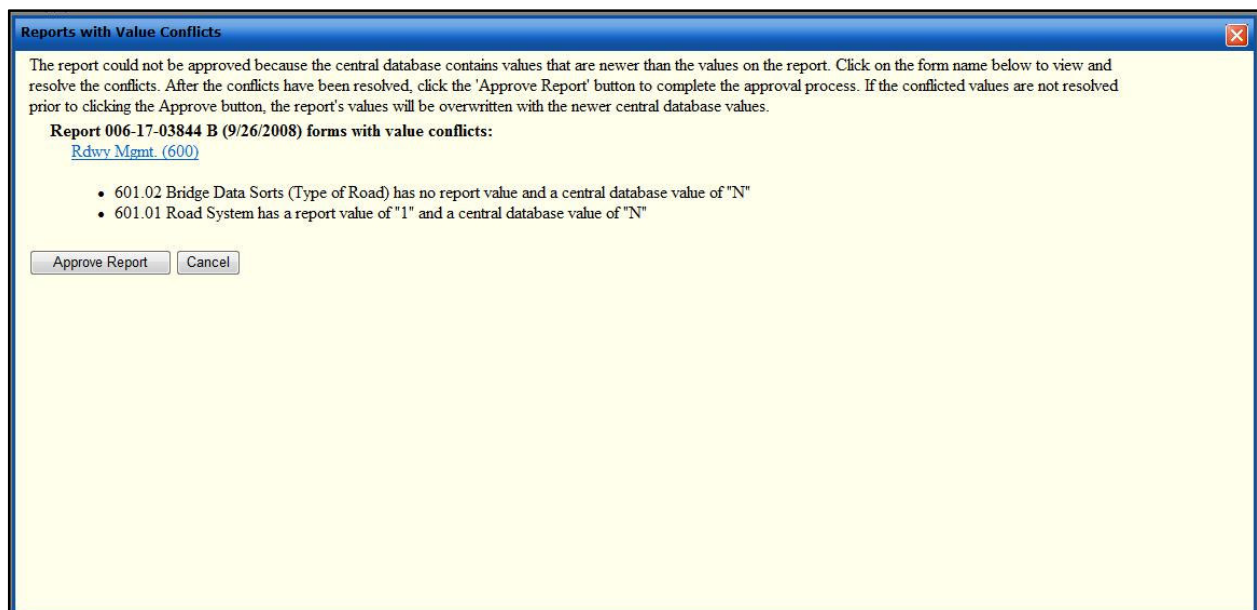

<div align="center">**Figure 1**</div>

The popup lists any input form that contains conflicting values, and the input form name is a link. In the above example, the *Rdwy Mgmt. (600)* tab has two values with conflicts.

Clicking the *Approve Report* button will approve the report defaulting to choosing the central database values and ignoring the conflicting report values.

Clicking the *Cancel* button will close the popup. Any values that have not been resolved will remain unresolved. A later attempt to approve the report will again have conflicts to be resolved and the popup will appear.

Clicking on the input form name link brings up the corresponding input form in a new window as shown below in Figure 2.
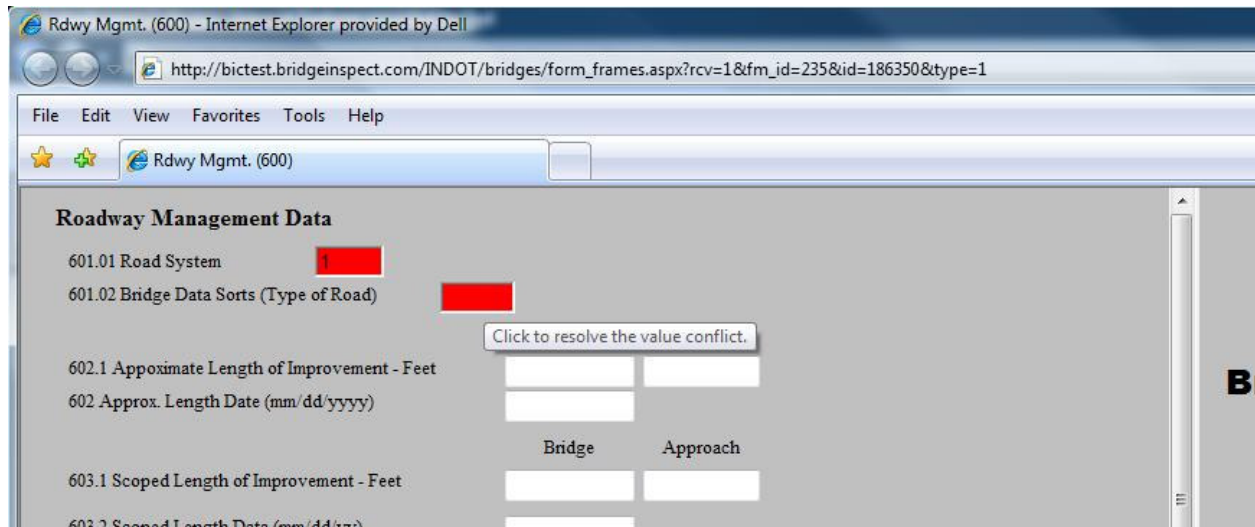

Figure 2

Any values in conflict will have a red background. The value shown in the box corresponds to the value of the report. Placing your mouse over a box in conflict will give you a *Click to resolve the value conflict* tooltip as shown.

To resolve a conflict, click the red box to be resolved. Clicking brings up the *Resolve Value Conflict* popup, as shown in Figure 3 below.
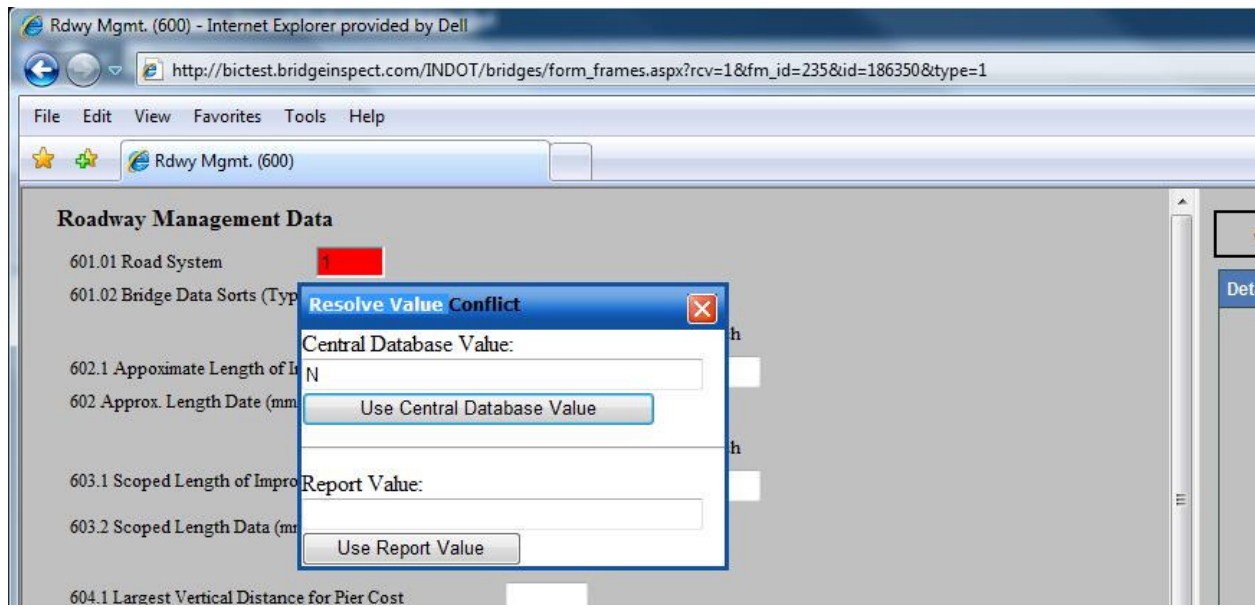
Figure 3

This popup shows the central database value as well as the report value, along with buttons for each to allow one to choose which is desired. There is also an *X* in the upper right hand corner of the box, which if clicked will close the popup without having resolved the conflict.

In this case, the box for *601.02 Bridge Data Sorts (Type of Road)* has been clicked on, and the *Use Central Database Value* button was clicked to choose the *N*. After selecting a value, the popup closes and the window with the input form looks as shown in Figure 4.

Figure 4

The *601.01 Road System* value that is in conflict also needs to be resolved. After all desired conflict resolution for the input form has been finished the window can be closed by clicking the *X* in the top right hand corner of the open window or by selecting the *Exit* off of the *File* menu.

After all conflicts for the report have been resolved, the *Approve Report* button shown in Figure 1 can be clicked to finish the report approval process. This brings up the *Processing…* popup while the report is being approved on the system. The *Reports with Value Conflicts* popup automatically clears after the report is approved.

1.2 Issues

Currently, the *Awaiting Approval* table on the *Assets Awaiting Approval* screen does not update after approving a report after resolving conflicts. This is an issue that will be fixed in the next release. The report is actually approved, but the table does not refresh correctly. For now, selecting the *Assets Awaiting Approval* menu option off of the *Views* menu will refresh the page and show that the report was approved and is no longer in the *Awaiting Approval* table.